

FIG.. 1

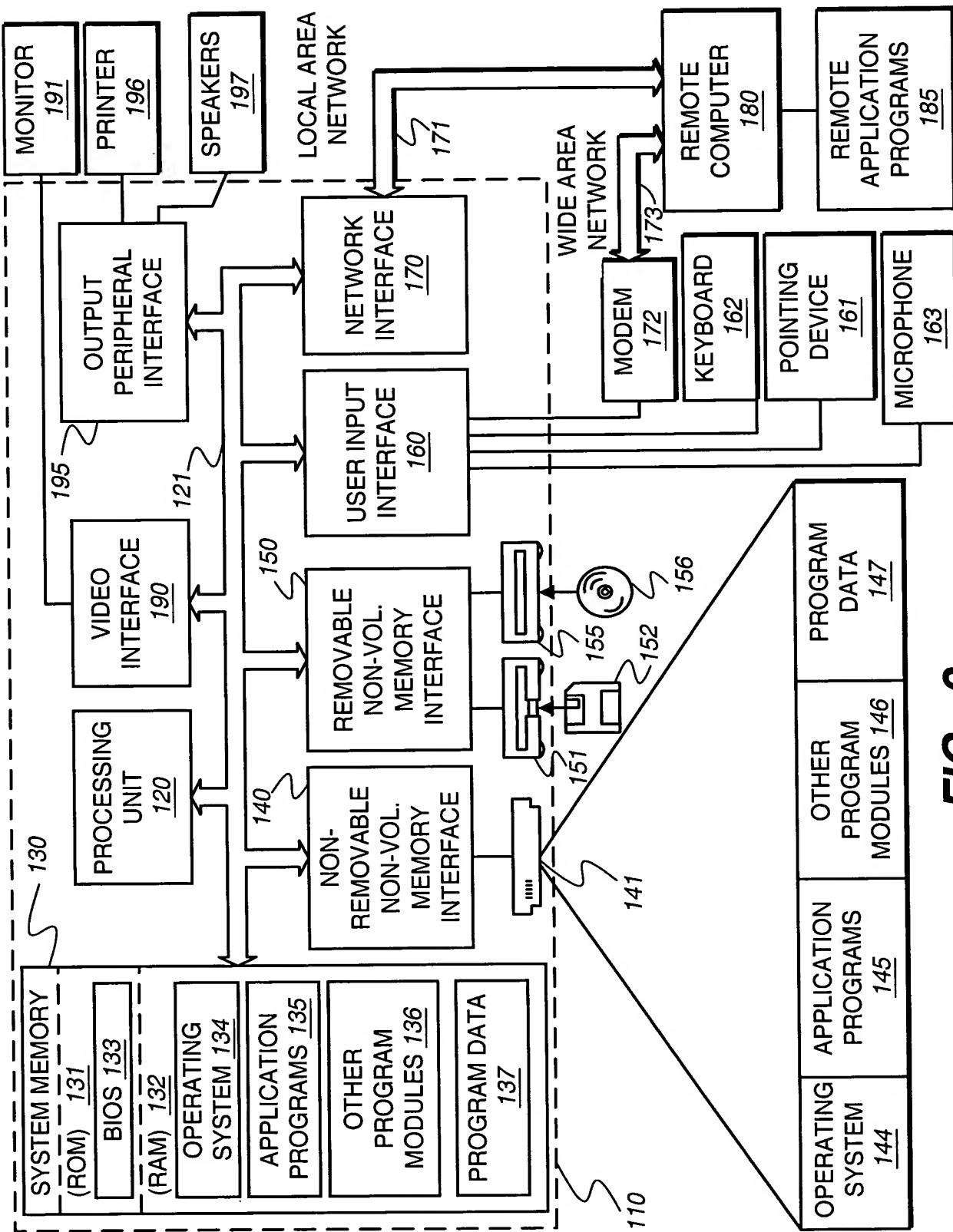


FIG._2

12

302

320

304

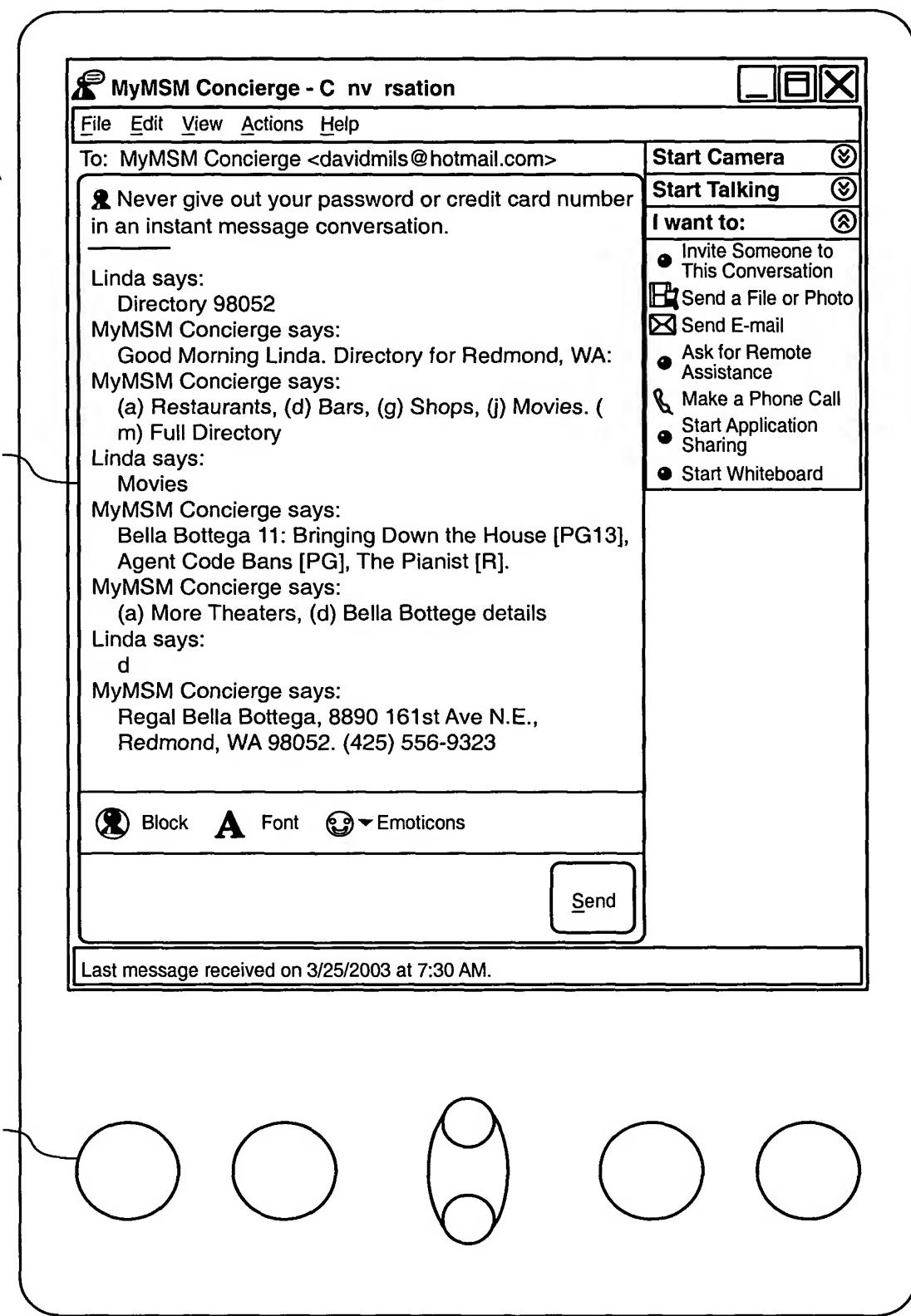


FIG._3

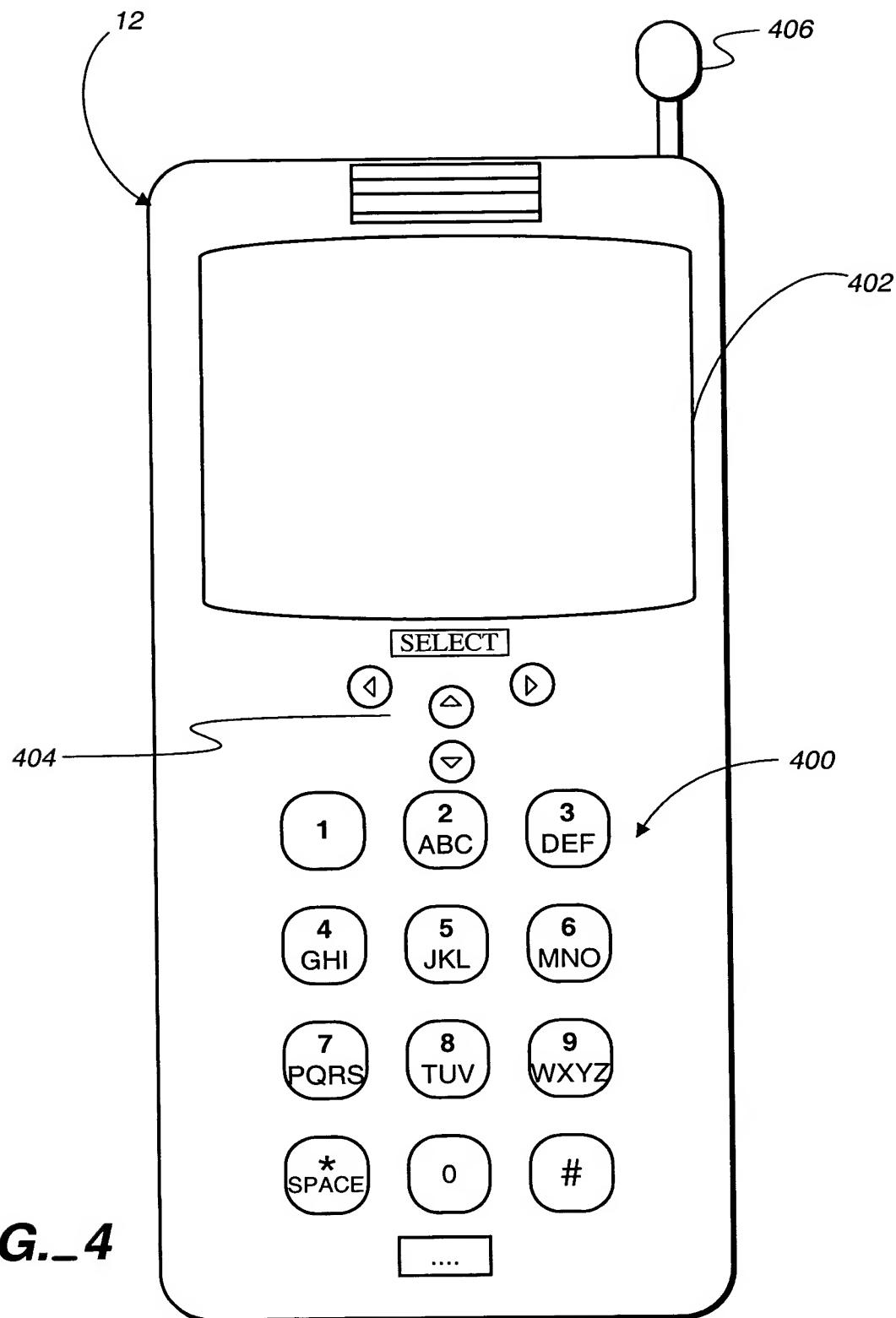


FIG._4

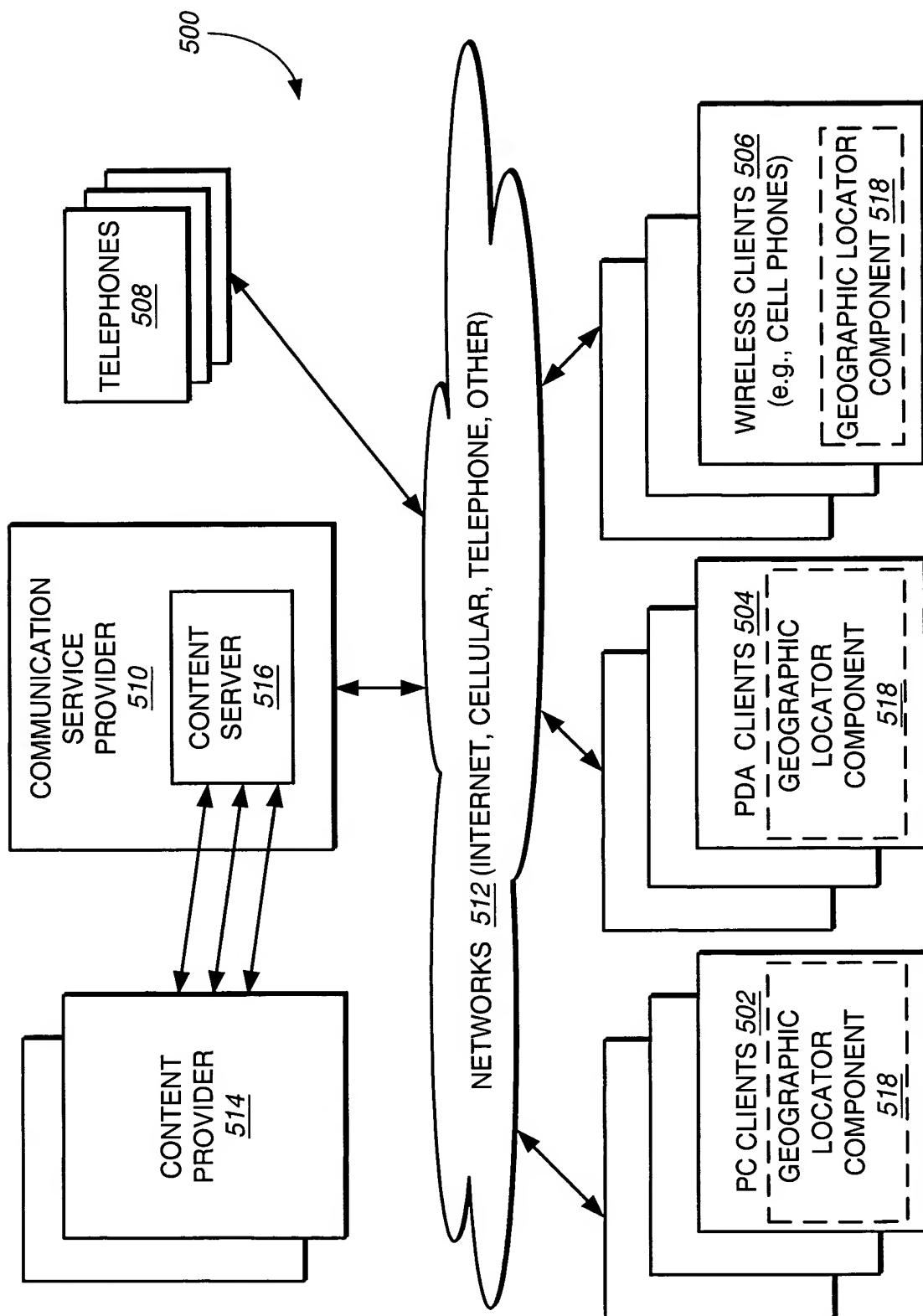


FIG. 5

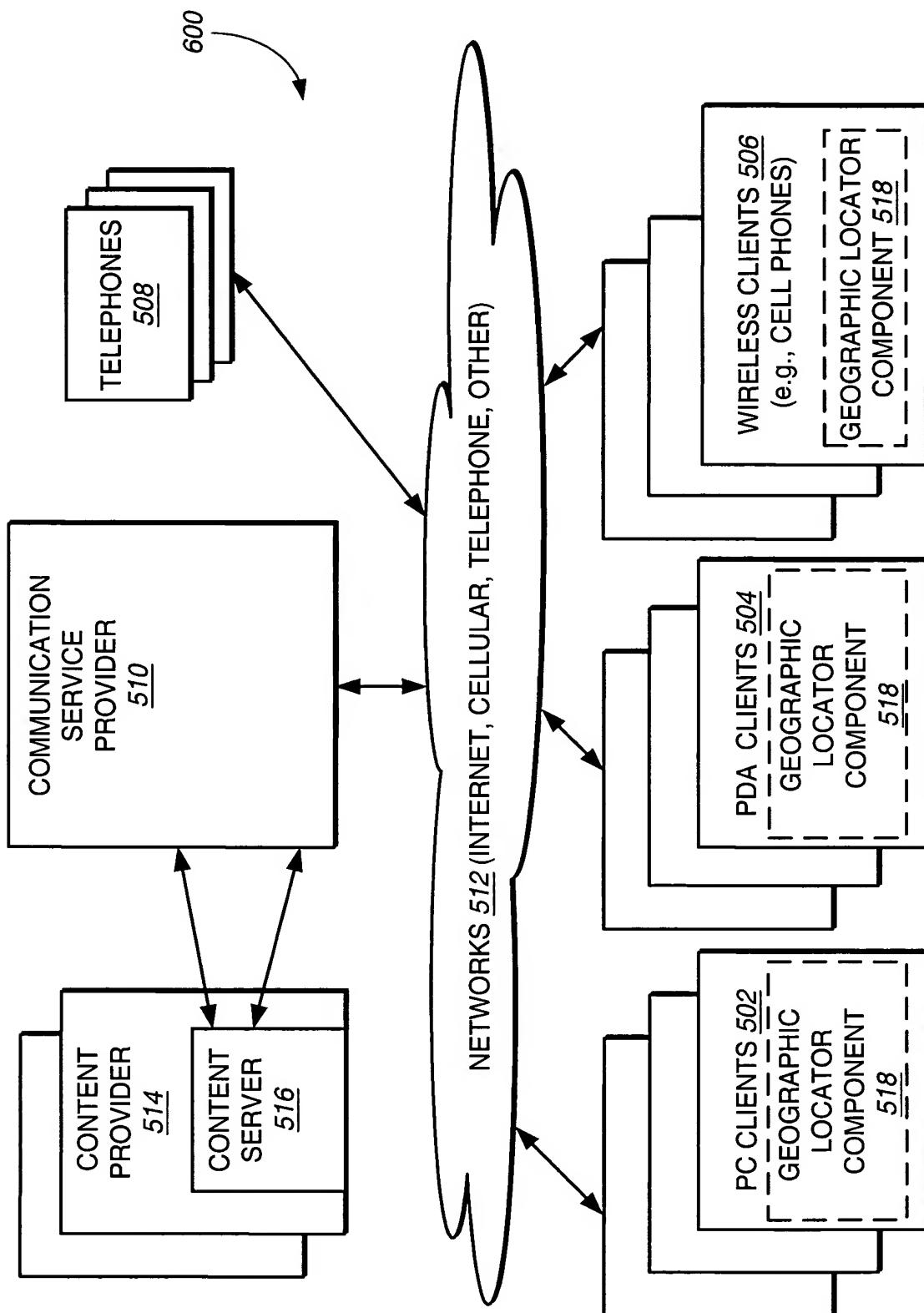
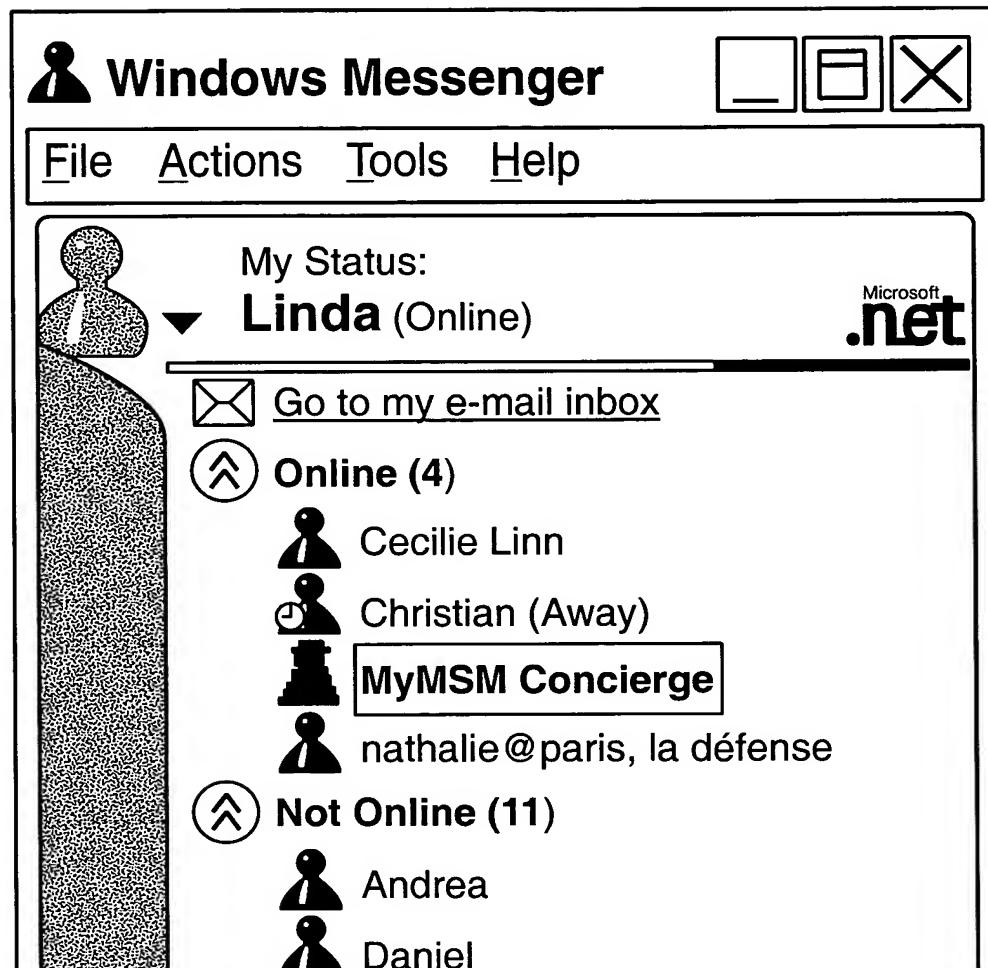
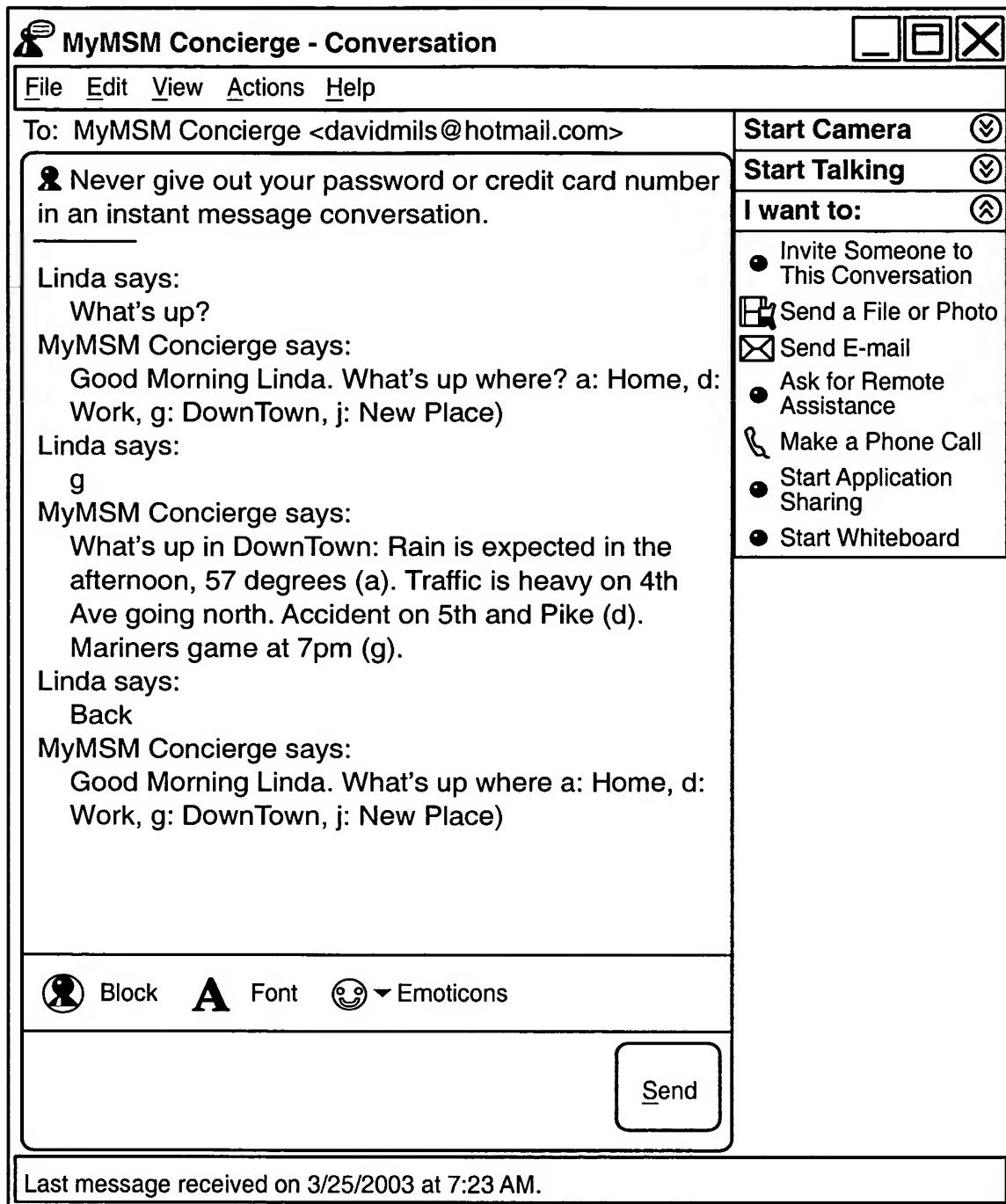


FIG._6



700

FIG._7



800

FIG._8

MyMSM Concierge - Conversation

To: MyMSM Concierge <davidmils@hotmail.com>

Never give out your password or credit card number in an instant message conversation.

Linda says:
Directory 98052

MyMSM Concierge says:
Good Morning Linda. Directory for Redmond, WA:

MyMSM Concierge says:
(a) Restaurants, (d) Bars, (g) Shops, (j) Movies. (m) Full Directory

Linda says:
Movies

MyMSM Concierge says:
Bella Bottega 11: Bringing Down the House [PG13],
Agent Code Bans [PG], The Pianist [R].

MyMSM Concierge says:
(a) More Theaters, (d) Bella Bottega details

Linda says:
d

MyMSM Concierge says:
Regal Bella Bottega, 8890 161st Ave N.E.,
Redmond, WA 98052. (425) 556-9323

Block A Font Emoticons

Send

Last message received on 3/25/2003 at 7:30 AM.

Start Camera
Start Talking
I want to:
• Invite Someone to This Conversation
Send a File or Photo
Send E-mail
Ask for Remote Assistance
Make a Phone Call
Start Application Sharing
Start Whiteboard

900

FIG._9

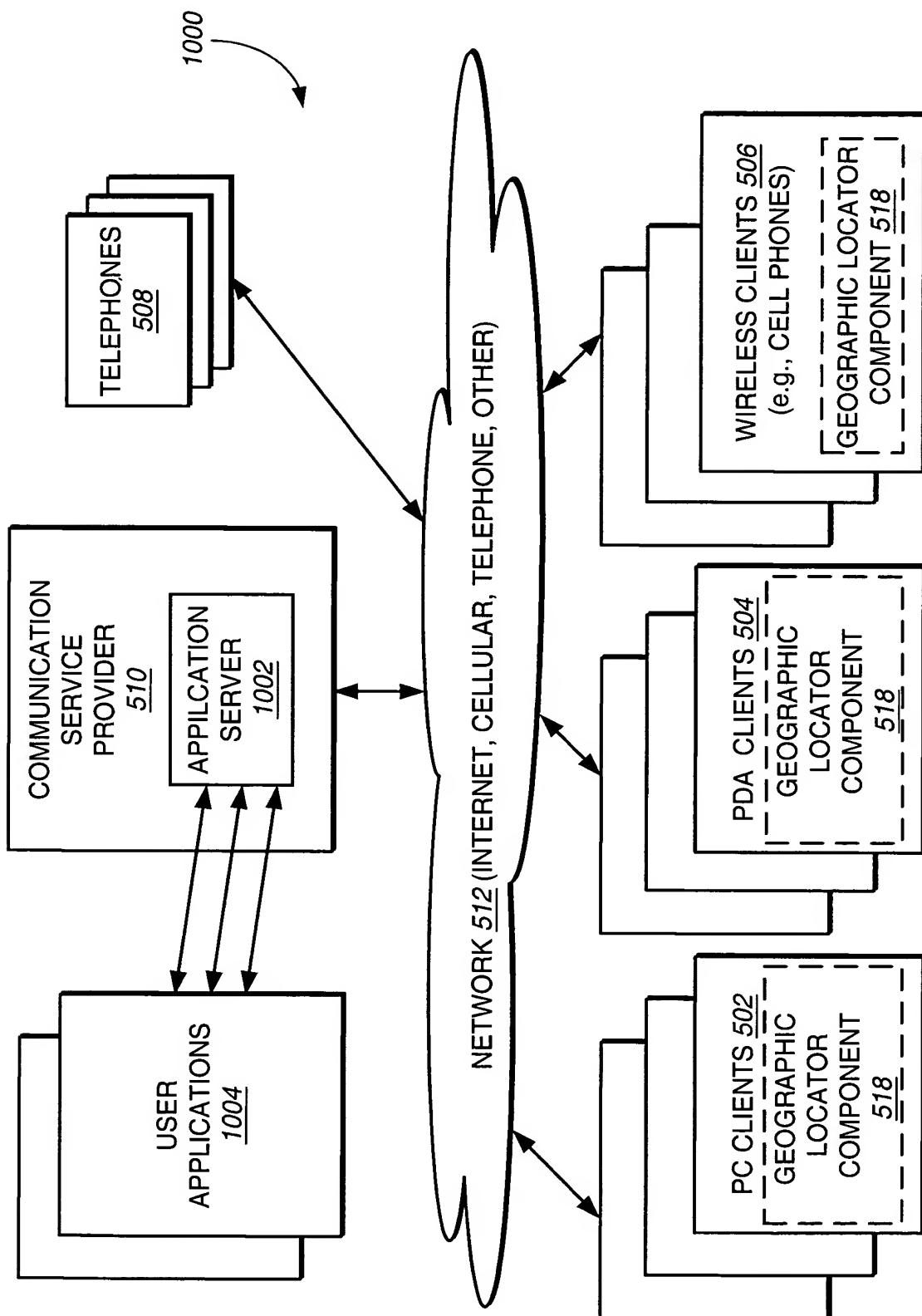


FIG._10

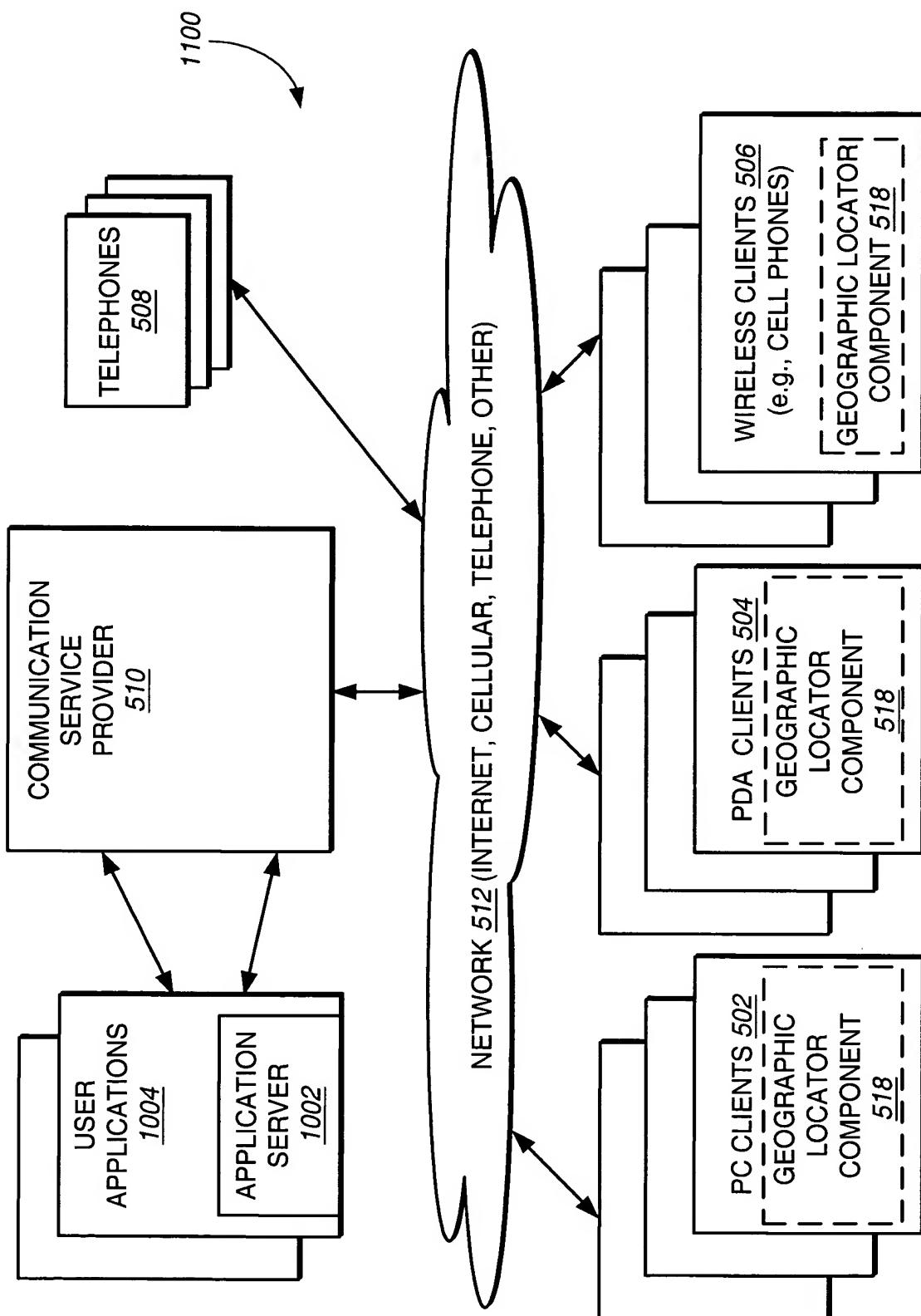


FIG. 11

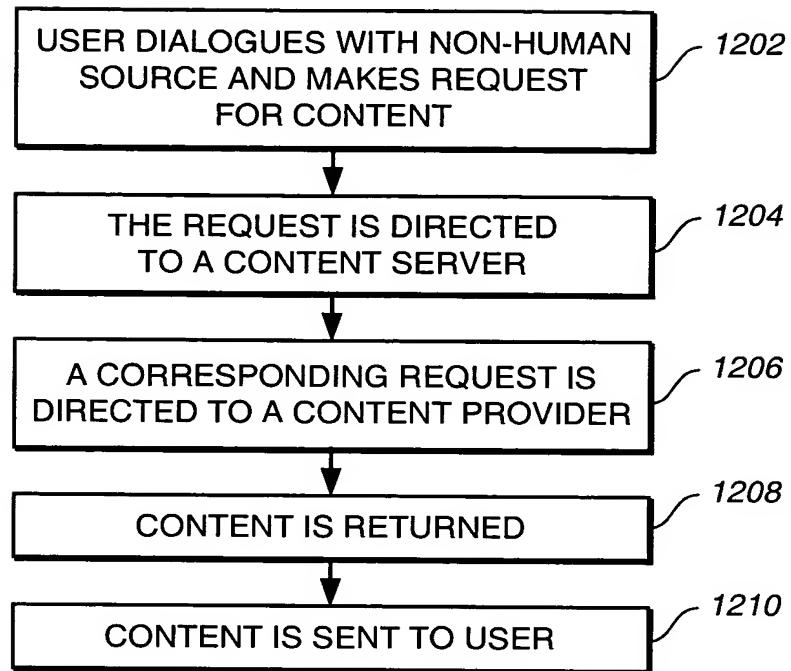


FIG._12

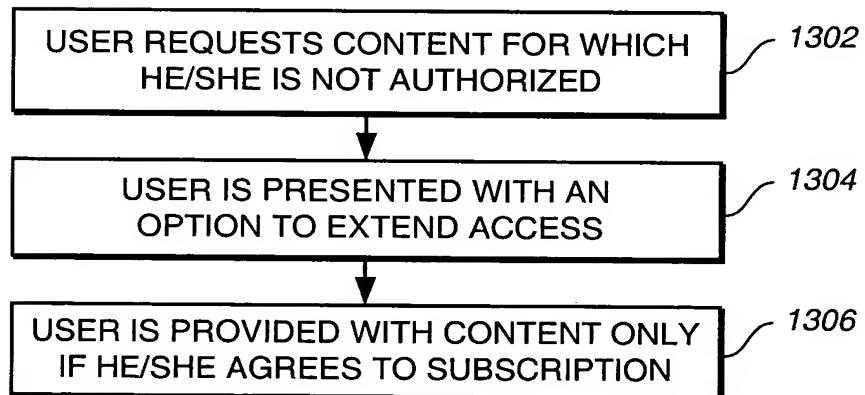


FIG._13

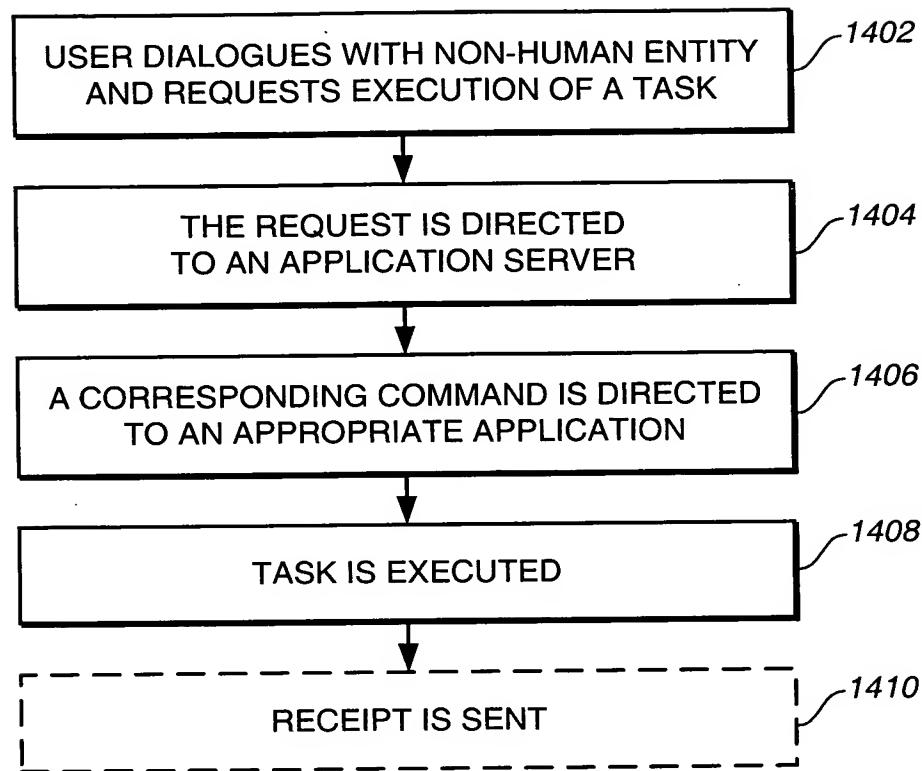


FIG._14